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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Peter Tavernese Jr. **Examiner:** Nguyen, Quynh H.
Serial No.: 09/745,305 **Group Art Unit:** 2642
Filed: December 21, 2000 **Confirmation No:** 2060
Title: **CUSTOMER SERVICE RESPONSE SYSTEM FOR INTERACTION WITH
CUSTOMER SERVICE AGENTS**

MAIL STOP AF

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

TRANSMITTAL LETTER

Sir:

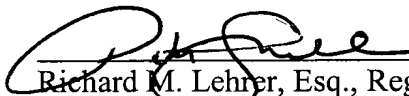
Transmitted herewith for filing in the present application are the following documents:

1. Response under 37 C.F.R. 1.116 (13 pages); and
2. Return Postcard.

The Director is hereby authorized to charge any additional fees that may be due to Deposit Account No. **50-0311**, Ref. No. **27996-133**, Customer No. **35437**. A duplicate copy of this transmittal letter is enclosed.

Respectfully submitted,

Dated: December 13, 2006


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RESPONSE UNDER 37 C.F.R. 1.116

Sir:

In response to the Final Office Action, dated October 13, 2006, Applicant respectfully requests the Examiner to reconsider and withdraw the current rejections in light of the following remarks. This response was necessitated by the Examiner's continued reliance upon the same references which were deemed overcome by the Response filed on July 19, 2006.

Listing of Claims begins on page 2 of this paper.

Remarks/Arguments begin on page 7 of this paper.